



Department of

**Veterans Services**

**Citrix Trouble Shooting Script/  
VA Desktop Log In**

# Citrix Troubleshooting Script/ VA Desktop Log In

The screenshot shows a web browser window titled "VA Access Gateway" with the address bar displaying "https://citrixaccess.va.gov/vpn/index\_citrix\_splash.html". The browser's taskbar at the bottom shows various open applications including "Request Your Milita...", "Tools", "New Tab", "VA Learning Univer...", "policy8.pdf", "eCFR — Code of Fe...", "VA Expenditures - Nati...", and "Sign In".

The main content area of the browser displays the "VA Citrix Remote Access" splash screen. At the top, it states "When logging into this system you agree to the following:" and includes the official seal of the Department of Veterans Affairs. Below the seal, a paragraph explains that the user is accessing a U.S. Government information system and lists the scope of access (computer, network, and connected devices). It also mentions that unauthorized use may result in disciplinary action and that the government may monitor communications for lawful purposes.

Further down, a yellow-highlighted section titled "The enhanced features of ServiceNow and Your IT services online" states that email requests will be replaced by the Enterprise Service Desk, accessible via "https://yourit.va.gov". It notes that this tool is only available from VA workstations and requires a Personal Identity Verification (PIV) card.

At the bottom, a yellow-highlighted instruction reads: "Please select one of the following 2 Factor login options below. In the event that the 2 factor is not a viable login method at this time, select the bottom link." Below this, there are three login options:

- Click here to use Smartcard:** Click the icon to login with VA PIV card, CAC card, or USB eToken. This option is accompanied by an icon of a smart card.
- Click here to use OTP Token:** POA enforced users require a Network Account exemption to use OTP Token. This option is accompanied by an icon of a numeric token displaying "123456".
- Click here to use Domain Username/Password**

A red arrow originates from a red-bordered box on the right side of the screen, labeled "Step 1: Select Smart Card Login", and points directly to the smart card icon.

# Citrix Troubleshooting Script/ VA Desktop Log In

The screenshot shows a web browser window titled "VA Access Gateway" with the URL [https://citrixaccess.va.gov/vpn/index\\_citrix\\_splash.html](https://citrixaccess.va.gov/vpn/index_citrix_splash.html). A "Sign In" button is visible in the top right. A modal dialog box titled "Select a certificate" is open, prompting the user to "Select a certificate to authenticate yourself to citrixaccesspiv.va.gov:443". The dialog contains a table with two rows of certificate information. The first row is highlighted in blue. A red arrow points from a text box labeled "Step 2: Select your PIV User Profile" to the first row of the table. Below the table are buttons for "Certificate information", "OK", and "Cancel".

Subject	Issuer	Serial
Stephen Bell 1685171 (affiliate)	Veterans Affairs User...	009FE506
Travis J Murphy 344636 (affiliate)	Veterans Affairs User...	00893358

Processing request...

Click here to use Smartcard:  
Click the icon to login with VA PIV card, CAC card, or USB eToken

Click here to use OTP Token:  
POA enforced users require a Network Account exemption to use OTP Token

Click here to use Domain Username/Password

# Citrix Troubleshooting Script/ VA Desktop Log In


VA Access Gateway

https://citrixaccess.va.gov/vpn/index\_citrix\_splash.html

Apps Request Your Milita... Tools New Tab VA Learning Univer... policy8.pdf SPO eCFR — Code of Fe... VA Expenditures - Nati... Sign In

**VA Citrix Remote Access**


When logging into this system you agree to the following:

 You are accessing a U.S. Government information system, which includes:  
(1) this computer, (2) this computer network, (3) all computers connected to this network, and (4) all devices and storage media attached to this network or to a computer on this network.  
This information system is provided for U.S. Government-authorized use only. Unauthorized access or misuse of this system may result in criminal or civil penalties.

**Windows Security**


**Smart Card**

Please enter your PIN.




[Click here for more information](#)

**Click here to use Smartcard:**  
Click the icon to login with VA PIV card, CAC card, or USB eToken



**Click here to use OTP Token:**  
POA enforced users require a Network Account exemption to use OTP Token



**Click here to use Domain Username/Password**

Establishing secure connection...

Search Windows

9:38 AM 3/27/2019

**Step 3: Enter your 6 digit Pin Number and Select "OK"**

# Citrix Trouble Shooting Script/ VA Desktop Log In

The screenshot shows a web browser window titled 'Citrix Receiver' with the address bar displaying 'https://citrixaccesspiv.va.gov/Citrix/StoreWeb/'. The browser's address bar and tabs are visible at the top. Below the browser window, the Citrix StoreFront interface is shown. The 'Desktops' tab is selected, indicated by a red arrow pointing to it from a red box containing the text 'Step 4: Select "Desktops"'. The 'Desktops' tab is part of a navigation bar that also includes 'FAVORITES' and 'APPS'. Below the navigation bar, there is a search bar labeled 'Search Favorites'. The main content area displays a large icon of a bookmark with a star, and the text 'Add Favorites'. Below this, a message reads: 'Go to Desktops or Apps, click on Details next to your choice and then select Add to Favorites.' The bottom of the screenshot shows the Windows taskbar with various application icons and the system clock displaying '9:47 AM 3/27/2019'.

Citrix Receiver

https://citrixaccesspiv.va.gov/Citrix/StoreWeb/

Apps Request Your Milita... Tools New Tab VA Learning Univer... policy8.pdf SPO eCFR — Code of Fe... VA Expenditures - Nati... Sign In

Citrix StoreFront

FAVORITES DESKTOPS APPS

Step 4: Select "Desktops"

Search Favorites

Add Favorites

Go to Desktops or Apps, click on Details next to your choice and then select Add to Favorites.

South StoreFront Server: XXX.137

9:47 AM 3/27/2019

# Citrix Troubleshooting Script/ VA Desktop Log In

The screenshot shows the Citrix StoreFront web interface in a browser window. The address bar shows the URL <https://citrixaccesspiv.va.gov/Citrix/StoreWeb/>. The page header includes the Citrix StoreFront logo, navigation tabs for FAVORITES, DESKTOPS, and APPS, and a user profile for Stephen W. VSONASH. A search bar labeled "Search Desktops" is located in the top right. The main content area displays a single desktop icon labeled "R05-VBApp Desktop". A red arrow points from a text box to this icon. At the bottom of the page, a status bar shows the URL <https://citrixaccesspiv.va.gov/Citrix/StoreWeb/#> and a session ID "UjA1Z3JvdXAuXFlw....ica". A red arrow points from a text box to this session ID. The Windows taskbar is visible at the bottom of the screen.

**Step 5:** Select "R05-VBApp Desktop" and wait for it to load

**Step 6:** Select this icon Note: Re do Step 5 above if this Icon does not appear

# Citrix Trouble Shooting Script/ VA Desktop Log In

**Step 7: Click “OK” to the Security Warning**

**Step 8: Select your PIV User Profile**

**Step 9: Enter your 6 digit Pin Number and  
Select “OK”**

# Citrix Trouble Shooting Script/ VA Desktop Log In

Recycle Bin

yourIT

CAPRI

Google Chrome

KeePass

previewAss...

Set TIMS Printer Defa...

VBA\_APP\_R...

TIMS-C

Steve Powerpoint

**Step 10: Select "VBA\_APP\_RepairV2.ps1"**

VBAHRAAPVAHB021

Logged on user: vba\ubancbelle

Service Pack 1 (build 7601)

CPU: 4 at 2400 MHz RAM: 16 GB

IP address: 10.204.61.106 Machine domain: VBA

VBA

Service Operations - Infrastructure Operations

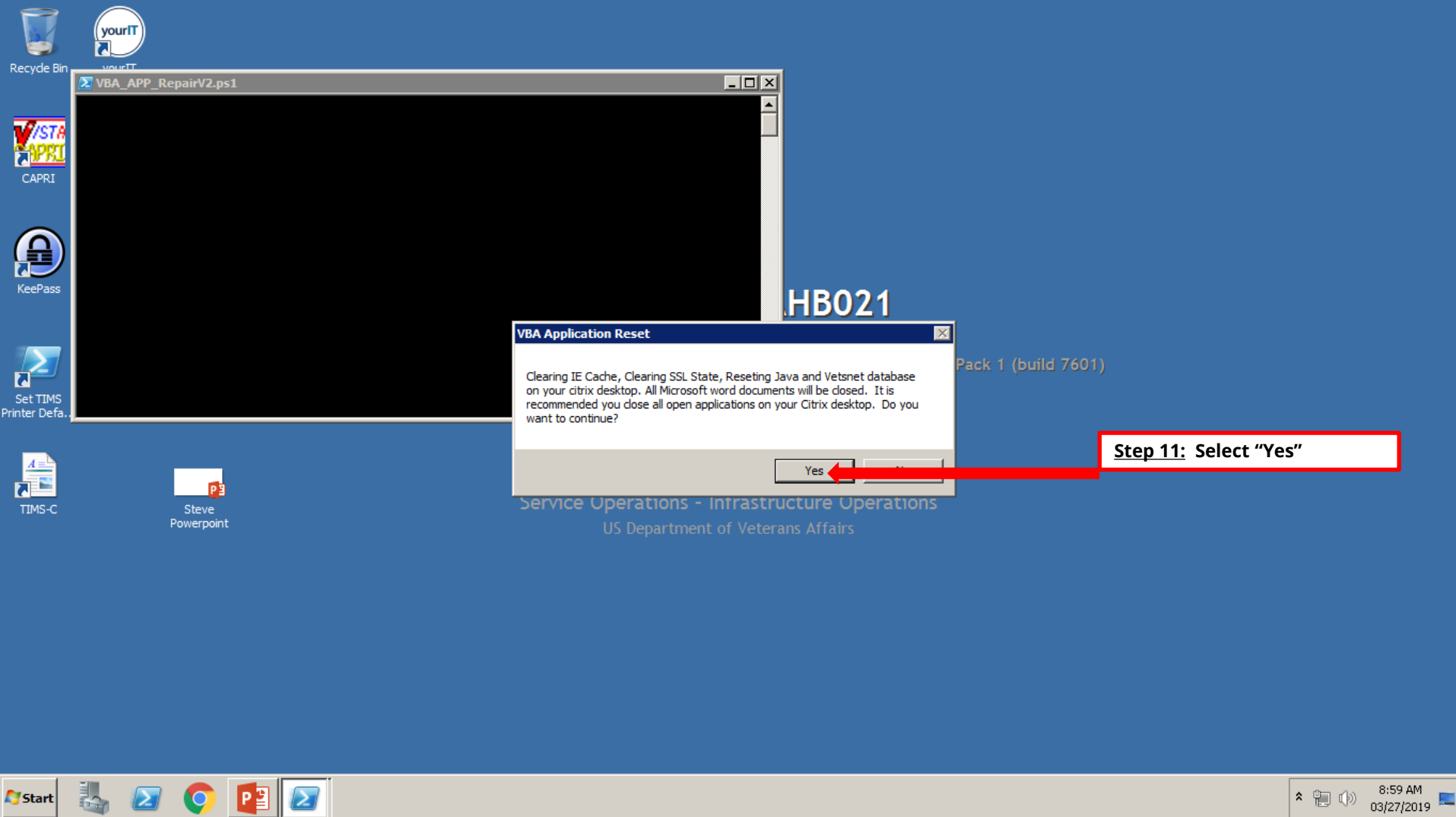
US Department of Veterans Affairs

Start

8:59 AM 03/27/2019

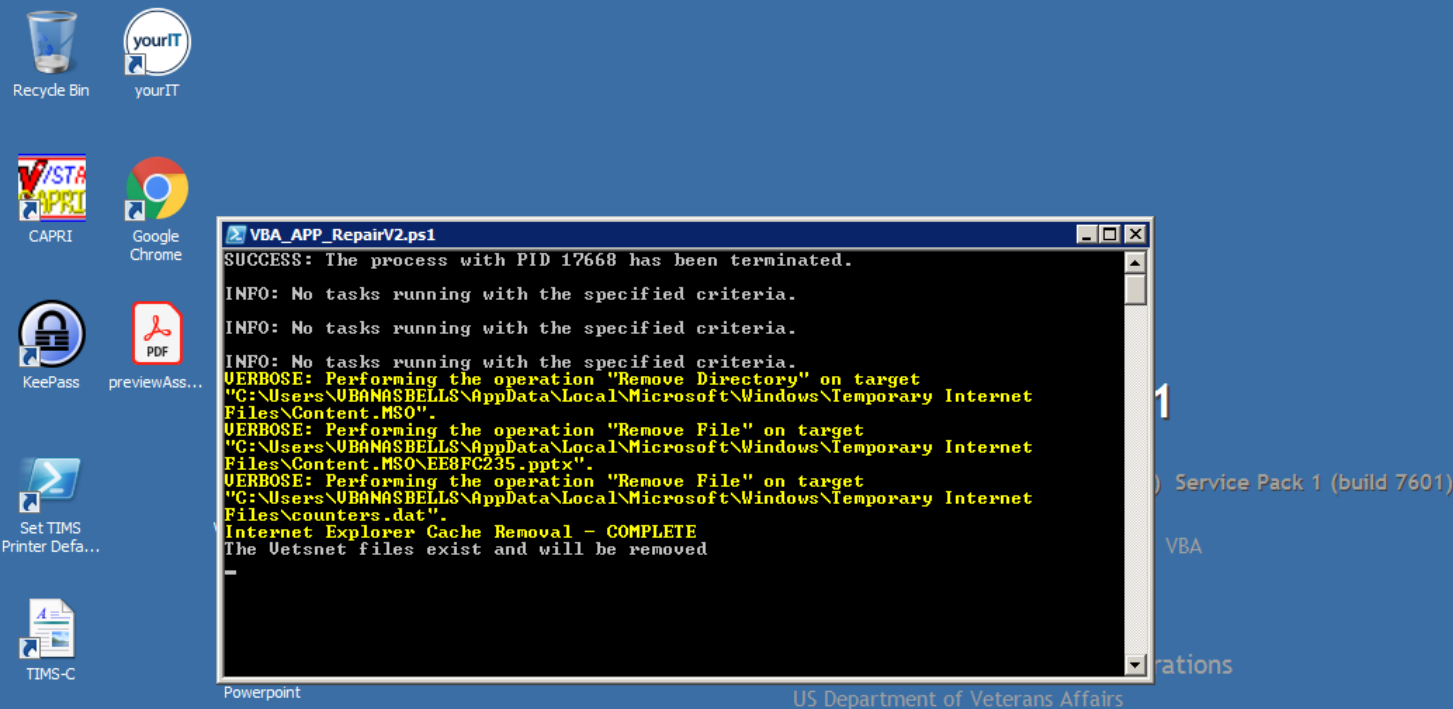


# Citrix Trouble Shooting Script/ VA Desktop Log In



**Step 11: Select "Yes"**

# Citrix Trouble Shooting Script/ VA Desktop Log In



Please wait until the Entire Script is Loaded and Run Automatically. This will conclude the Citrix Trouble Shooting Script, the remainder of the Steps will focus on VA Desktop Log In



# Citrix Trouble Shooting Script/ VA Desktop Log In

Recycle Bin

yourIT

CAPRI

Google Chrome

PDF

**VBAHRAAPVAHB021**

Logged on user: vba\vbanasbells

Windows NT version 6.1 Advanced Server (Terminal server) Service Pack 1 (build 7601)

CPU: 4 at 2400 MHz RAM: 16 GB

IP address: 10.204.61.106 Machine domain: VBA

**VBA**

Service Operations - Infrastructure Operations

US Department of Veterans Affairs

**Step 12: Select "All Programs" from the Start Menu in Bottom Left Hand Corner of Screen**

Start

9:02 AM 03/27/2019

# Citrix Trouble Shooting Script/ VA Desktop Log In

Recycle Bin

yourIT

CAPRI

Google Chrome

PDF

VBAHRAAPVAHB021

Logged on user: vba\vbansbells

Windows NT version 6.1 Advanced Server (Terminal server) Service Pack 1 (build 7601)

CPU: 4 at 2400 MHz RAM: 16 GB

IP address: 10.204.61.106 Machine domain: VBA

VBA

Service Operations - Infrastructure Operations

US Department of Veterans Affairs

**Step 13: Select "VBAPPS"**

Start

9:02 AM  
03/27/2019

# Citrix Troubleshooting Script/ VA Desktop Log In

